

BellSouth Performance Report
September - November 1997

	CITY	CUSTOMER	GRO	VOC PDN	E CKT	LEC CKT D	LEC FOC	LEC FOCC	LEC DLRD	LEC DLRDC	LEC DO	LEC DDC	JEP
40	16	TWCOMM		TIM9727500015	112/T1/CHRLNC33D80	8215/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
41	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8215/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
42	16	TWCOMM		TIM9727500015	114/T1/CHRLNC33D80	8214/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
43	16	TWCOMM		TIM9727500015	115/T1/CHRLNC33D80	8215/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
44	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8216/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
45	16	TWCOMM		TIM9727500015	117/T1/CHRLNC33D80	8217/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
46	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8218/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
47	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8218/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
48	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8221/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
49	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8221/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
50	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8222/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
51	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8223/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
52	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8224/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
53	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8225/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
54	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8226/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
55	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8227/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
56	16	TWCOMM		TIM9727500015	113/T1/CHRLNC33D80	8228/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
57	16	TWCOMM		TIM9727500007	113/T1/CHRLNC33D80	8231/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
58	16	TWCOMM		TIM9727500007	113/T1/CHRLNC33D80	8232/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
59	16	TWCOMM		TIM9727500007	113/T1/CHRLNC33D80	8233/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
60	16	TWCOMM		TIM9727500007	113/T1/CHRLNC33D80	8234/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
61	16	TWCOMM		TIM9727500007	113/T1/CHRLNC33D80	8235/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
62	16	TWCOMM		TIM9727500007	114/T1/CHRLNC33D80	8236/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
63	16	TWCOMM		TIM9727500007	115/T1/CHRLNC33D80	8237/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
64	16	TWCOMM		TIM9727500007	116/T1/CHRLNC33D80	8238/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
65	16	TWCOMM		TIM9727500007	117/T1/CHRLNC33D80	8239/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
66	16	TWCOMM		TIM9727500007	118/T1/CHRLNC33D80	8240/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
67	16	TWCOMM		TIM9727500007	119/T1/CHRLNC33D80	8241/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
68	16	TWCOMM		TIM9727500007	120/T1/CHRLNC33D80	8242/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
69	16	TWCOMM		TIM9727500007	121/T1/CHRLNC33D80	8243/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
70	16	TWCOMM		TIM9727500007	122/T1/CHRLNC33D80	8244/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
71	16	TWCOMM		TIM9727500007	123/T1/CHRLNC33D80	8245/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
72	16	TWCOMM		TIM9727500007	124/T1/CHRLNC33D80	8246/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
73	16	TWCOMM		TIM9727500007	125/T1/CHRLNC33D80	8247/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
74	16	TWCOMM		TIM9727500007	126/T1/CHRLNC33D80	8248/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
75	16	TWCOMM		TIM9727500007	127/T1/CHRLNC33D80	8249/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
76	16	TWCOMM		TIM9727500007	128/T1/CHRLNC33D80	8250/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
77	16	TWCOMM		TIM9727500007	129/T1/CHRLNC33D80	8251/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
78	16	TWCOMM		TIM9727500007	130/T1/CHRLNC33D80	8252/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
	16	TWCOMM		TIM9727500007	131/T1/CHRLNC33D80	8253/JT12=/CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1

Prepared By: Loma Dubose, LEC MGMT., VOC
Data Source Remedy

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	CITY	CUSTOMER	CRO	TWC PON	ECCKT	LEC CKT ID	LEC FOC	LEC FOCC	LEC DLRD	LEC DLRDC	LEC DO	LEC DDC	JEP
79	16	TWCOMM		TIM9728700007	153/T1/C-IRLNC33DS0	8255/JT1ZF:CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
80	16	TWCOMM		TIM9728700007	154/T1/C-IRLNC33DS0	8256/JT1ZF:CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
81	16	TWCOMM		TIM9728700007	155/T1/C-IRLNC33DS0	8257/JT1ZF:CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
82	16	TWCOMM		TIM9728700007	156/T1/C-IRLNC33DS0	8258/JT1ZF:CHRLNCBODC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
83	16	TWCOMM		TIM9728700010	101/T1/C-IRLNC33DS0	8201/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
84	16	TWCOMM		TIM9728700010	102/T1/C-IRLNC33DS0	8202/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
85	16	TWCOMM		TIM9728700010	103/T1/C-IRLNC33DS0	8203/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
86	16	TWCOMM		TIM9728700010	104/T1/C-IRLNC33DS0	8204/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
87	16	TWCOMM		TIM9728700010	105/T1/C-IRLNC33DS0	8205/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
88	16	TWCOMM		TIM9728700010	106/T1/C-IRLNC33DS0	8206/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
89	16	TWCOMM		TIM9728700010	107/T1/C-IRLNC33DS0	8207/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
90	16	TWCOMM		TIM9728700010	108/T1/C-IRLNC33DS0	8208/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
91	16	TWCOMM		TIM9728700010	109/T1/C-IRLNC33DS0	8209/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
92	16	TWCOMM		TIM9728700010	110/T1/C-IRLNC33DS0	8210/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
93	16	TWCOMM		TIM9728700010	111/T1/C-IRLNC33DS0	8211/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
94	16	TWCOMM		TIM9728700010	112/T1/C-IRLNC33DS0	8212/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
95	16	TWCOMM		TIM9728700010	113/T1/C-IRLNC33DS0	8213/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
96	16	TWCOMM		TIM9728700010	114/T1/C-IRLNC33DS0	8214/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
97	16	TWCOMM		TIM9728700010	115/T1/C-IRLNC33DS0	8215/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
98	16	TWCOMM		TIM9728700010	116/T1/C-IRLNC33DS0	8216/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
99	16	TWCOMM		TIM9728700010	117/T1/C-IRLNC33DS0	8217/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
100	16	TWCOMM		TIM9728700010	118/T1/C-IRLNC33DS0	8218/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
101	16	TWCOMM		TIM9728700010	119/T1/C-IRLNC33DS0	8219/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
102	16	TWCOMM		TIM9728700010	120/T1/C-IRLNC33DS0	8220/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
103	16	TWCOMM		TIM9728700010	121/T1/C-IRLNC33DS0	8221/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
104	16	TWCOMM		TIM9728700010	122/T1/C-IRLNC33DS0	8222/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
105	16	TWCOMM		TIM9728700010	123/T1/C-IRLNC33DS0	8223/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
106	16	TWCOMM		TIM9728700010	124/T1/C-IRLNC33DS0	8224/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
107	16	TWCOMM		TIM9728700010	125/T1/C-IRLNC33DS0	8225/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
108	16	TWCOMM		TIM9728700010	126/T1/C-IRLNC33DS0	8226/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
109	16	TWCOMM		TIM9728700010	127/T1/C-IRLNC33DS0	8227/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
110	16	TWCOMM		TIM9728700010	128/T1/C-IRLNC33DS0	8228/JT1ZF:CHRLNCCADC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
111	16	TWCOMM		TIM9728700027	101/011/CHRLNC33DS	8001/JT1ZF:CHRLNCLFDC0	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
112	16	TWCOMM		TIM9728700024	101/011/CHRLNC33DS	8201/JT1ZF:CHRLNCCADC1	10/22/97	11/21/97	11/18/97		12/8/97	12/3/97	L1
113	16	OSPREY SYSTEMS	CXCM8GW7	TIM9732300030-A	101/T1UZF/CHRLNCT	28/HCGS/405060-SB	11/21/97		11/21/97		11/24/97	12/1/97	N1
114	20	DAVIDSON HOTEL		TWC9724500015-AA	20/HCGS/000205-TW	T3/HCGS/5587837SC	9/9/97	10/7/97	9/9/97	Aug-97	10/16/97	10/16/97	L1
115	20	BRYCE CORPORATION	C934V9D2	TIM9725100037	20/HCGS/000923-TW	T3/HCGS/558619//SC	9/9/97	9/25/97	9/25/97		9/25/97	9/25/97	L8
116	20	MCI	C94J1JG0	TIM9725900000	20/HCGS/000995-TW	T3/HCGS/558954/SC	9/26/97		9/26/97		10/1/97	10/2/97	L1
117	20	ARCHER MALMO	C9G8RQY8	TIM9726800005	20/HCGS/000997-TW	T3/HCGS/560066/SC	9/26/97				10/7/97	10/8/97	L1
118	20	SEQUEL, INC	C90TGKY2	TIM9727300030	20/HCGS/001002-TW		10/8/97		10/8/97		10/8/97	10/10/97	L1

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	CITY	CUSTOMER	CRO	TWC PON	ECCKT	LEC CKT ID	LEC FOC	LEC FOCC	LEC DLRD	LEC DLDC	LEC DD	LEC DDC	JEP
119													
120	20	SEQUEL, INC		TIM9727300030	20HCGS/001004/TW	NAV YET	10/8/97		10/9/97		10/9/97	10/10/97	L1
121	20	LDOS CUSTOMER DAL	C90FPF42	TIM9729300010	20HCGS/001041/TW		11/19/97	11/21/97	11/19/97	21/97	11/21/97	11/24/97	L1
122	20	IXL MEMPHIS/MEMPHIS		TIM9729500040-A	20HCGS/000548/TW	T3HC38/557617/SC	10/28/97				10/30/97	10/30/97	
123	20	HEALTH FIRST MEDICA	C9BHN7X8	TIM973030013-A	20HCGS/001070/TW	T3HC38/560846/SC	11/3/97		11/3/97		11/5/97	11/5/97	
124	20	HEALTH FIRST MEDICA	C949NHR0	TIM973030015-A	20HCGS/001071/TW	T3HC38/560840/SC	11/3/97		11/3/97		11/5/97	11/5/97	
125	20	HEALTH FIRST MEDICA	C9CC01F7	TIM973030016-A	20HCGS/001072/TW	T3HC38/560842/SC	11/3/97		11/3/97		11/5/97	11/5/97	
126	20	HEALTH FIRST MEDICA	C979KB26	TIM973030017-A	20HCGS/001073/TW	T3HC38/560821/SC	11/3/97		11/3/97		11/5/97	11/5/97	
127	20	HEALTH FIRST MEDICA	C81V89G2	TIM973030018-A	20HCGS/001074/TW	T3HC38/560847/SC	11/3/97		11/3/97		11/5/97	11/5/97	
128	20	LCI INTERNATIONAL		TIM9731500025-A	20HCGS/001088/TW	T3HC38/560850/SC	11/17/97		11/17/97		11/18/97	11/18/97	
129	20	MCI		TIM9607800014	20HCGS/000114/TW	T3HC38/566478/SC	9/8/97	9/8/97	9/8/97	Oct-97	9/8/97	9/10/97	N9
130	20	MCI	N9607900013	TIM9608600003	20HCGS/000119/TW	T3HC38/566510/SC	9/9/97		9/9/97		9/9/97	9/15/97	L6
131	20	MCI		TIM961000002	20HCGS/000132/TW	T3HC38/566533/SC	9/10/97		9/9/97		9/9/97	9/9/97	
132	20	SEQUEL, INC		TIM9726700010	20HCGS/000996/TW	TO FOLLOW	9/29/97		9/29/97		10/3/97	10/3/97	
133	20	TWCOMM		TIM9723400045-A	124/T1/MMPHTNMA84	1416/T1ZFAMPHTNMADCO	9/2/97	8/27/97	8/29/97	Feb-97	9/5/97	9/4/97	
134	20	TWCOMM		TIM9723400045-A	125/T1/MMPHTNMA84	1417/T1ZFAMPHTNMADCO	9/2/97	8/27/97	8/29/97	Feb-97	9/5/97	9/4/97	
135	20	TWCOMM		TIM9723400045-A	126/T1/MMPHTNMA84	1418/T1ZFAMPHTNMADCO	9/2/97	8/27/97	8/29/97	Feb-97	9/5/97	9/4/97	
136	20	TWCOMM		TIM9723400045-A	127/T1/MMPHTNMA84	1419/T1ZFAMPHTNMADCO	9/2/97	8/27/97	8/29/97	Feb-97	9/5/97	9/4/97	
137	20	TWCOMM		TIM9723400045-A	128/T1/MMPHTNMA84	1420/T1ZFAMPHTNMADCO	9/2/97	8/27/97	8/29/97	Feb-97	9/5/97	9/4/97	
138	20	TWCOMM		TIM9723400045-A	121/T1/MMPHTNMA84	1421/T1ZFAMPHTNMADCO	9/2/97	8/27/97	8/29/97	Feb-97	9/5/97	9/4/97	
139	20	TWCOMM		TIM9723400045-A	122/T1/MMPHTNMA84	1422/T1ZFAMPHTNMADCO	9/2/97	8/27/97	8/29/97	Feb-97	9/5/97	9/4/97	
140	20	TWCOMM		TIM9723400045-A	123/T1/MMPHTNMA84	1423/T1ZFAMPHTNMADCO	9/2/97	8/27/97	8/29/97	Feb-97	9/5/97	9/4/97	
141	20	T-NET		TIM9723800021-A	108/T1/MMPHTNSZDS	T3HCGS/559548/SC	9/3/97	9/2/97	9/2/97	Mar-97	9/9/97	9/9/97	
142	20	FIRST TRUST MORT.		TIMSP0F412-755	101/T1/MMPHTNMMN03		9/10/97	9/10/97	9/10/97		9/15/97	9/11/97	
143	20	LITHOGRAPH PRINTIN	C94RYJL9	TIM97248-AA	101/T1/MMPHTNSZDS	T3HCGS/558223/SC	9/8/97	9/8/97	9/8/97	Sep-97	9/19/97	9/13/97	
144	20	PRIORITY EMS	C932GDQ4	TIMPRIORITYEMS	101/T1/MMPHTNSZDS	T3HCGS/558885/SC	9/11/97	9/26/97	9/11/97	28/97	9/11/97	9/11/97	
145	20	PRIORITY EMS	C932GDQ4	TIMPRIORITYEMS	102/T1/MMPHTNSZDS	83HCGS/558885/SC	9/11/97	9/26/97	9/11/97	28/97	9/11/97	9/11/97	
146	20	SERVICE MASTER	C91MNV78	TIM97261-26	101/T1/MMPHTN97H01	T3HCGS/559928/SC	9/26/97	9/26/97	9/23/97	Jun-97	10/8/97	10/3/97	S1
147	20	SEMMES MURPHY CLINIC		TIM9727600023	101/T1/MMPHTNNGNO	T3HCGS/560107/SC	10/7/97			13/97	10/13/97	13/15/97	L1
148	20	SEMMES MURPHY CLINIC		TIM9727600023	102/T1/MMPHTNNGNO	T3HCGS/560108/SC	10/7/97			13/97	10/13/97	13/15/97	L1
149	20	PICKERING, INC		TIM20P8X416-765	101/T1/MMPHTNGXNO	T3HCGS/560108/SC	10/7/97		10/8/97	Aug-97	10/10/97	10/10/97	
150	20	LAMINATION SERVICES		TIMLAMINATION	101/T1/MMPHTNSZDS0		10/15/97				10/21/97	10/15/97	
151	20	SEMMES MURPHY		TIM20SPOFML331	101/T1/MMPHTNSZDS	T3HCGS/560108/SC	10/10/97		10/13/97	13/97	10/18/97	10/18/97	
152	20	FRANK W HAKE		TIMFRANKHAKA	101/T1/MMPHTNSZK01	T3HCGS/560253/SC	10/14/97				10/20/97	10/20/97	
153	20	SEQUEL, INC		TIM9728300041	101/T1/MMPHTNSZDS	T3HCGS/560257/SC	10/14/97	10/14/97	10/17/97		10/24/97	10/30/97	L1
154	20	SEQUEL, INC		TIM9728300042	102/T1/MMPHTNSZDS	T3HCGS/560292/SC	10/18/97	10/15/97	10/17/97		10/23/97	10/23/97	
155	20	GERRISH & MCCREARY	C98CJQ60	TIMGERRISH	101/T1/MMPHTNSZDS	T3HCGS/560722/SC	11/7/97				11/10/97	11/10/97	
156	20	TWCOMM	C910M902	TIM9731100045	101/T1/MMPHTNBADS	1503/T1/JC8NTNMADCO	11/14/97	11/22/97	11/24/97		12/1/97	12/3/97	S1
157	20	TWCOMM	C9FF4C04	TIM9731900006	103/T1/MMPHTNMA84	1403/T1/MMPHTNMAADCO	11/20/97	11/22/97	11/26/97		12/1/97	12/3/97	S1
158	20	TWCOMM	C9FF4C04	TIM9731900006	106/T1/MMPHTNMA84	1404/T1/MMPHTNMAADCO	11/20/97	11/22/97	11/24/97		12/1/97	12/3/97	S1
	20	TWCOMM	C9FF4C04	TIM9731900006	/MMPHTNSZDS0	1405/T1/MMPHTNMAADCO	11/20/97	11/22/97	11/24/97		12/1/97	12/3/97	S1

Prepared By: Lorna Dubose, LEC MGMT.,NOC
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BellSouth Performance Report
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	CITY	CUSTOMER	CRO	TWC PON	ECCKT	LEC CKT ID	LEC FOC	LEC FOCC	LEC DLRO	LEC DLRODC	LEC DD	LEC DDC	JEP
159	20	TV/COLM	C9FF4C04	TIM9731900008	108/T1/AMPHNTNMA84	1408/T1/AMPHNTNMADCO	11/20/97	11/22/97	11/24/97		12/1/97	12/3/97	S1
160	20	TV/COLM	C9FF4C04	TIM9731900008	109/T1/AMPHNTNMA84	1407/T1/AMPHNTNMADCO	11/20/97	11/22/97	11/24/97		12/1/97	12/3/97	S1
161	20	TV/COLM	C9123508	TIM9731900008	102/T1/AMPHNTNMA84	1401/T1/AMPHNTNMADCO	11/20/97	11/22/97	11/24/97		12/1/97	12/3/97	S1
162	20	TIME WARNER COMMU	C95RDOC6	TIM9731900010	102/T1/AMPHNTN8ZDS	1562/T1/JCSNTNMADCO	11/20/97	11/22/97	11/24/97		12/1/97	12/3/97	S1
163	20	MACAULEYS		20SPOF701	101/T1/AMPHNTNEQND	PENDING	11/24/97				11/28/97	12/1/97	L1
164	20	TIME WAR VAMR		TIMAMRCOMBS	101/T1/2F/AMPHNTNSZK01		9/15/97				9/16/97	9/16/97	
165	20	MID SCUT-I CONTACT		TIM19258	101/T1/AMPHNTNSZK01	T3/HCGS/557894/SC	10/28/97				10/30/97	10/30/97	
166	20	INGERSOLL DRESSER	C90P57R7	TIM9731500020-A	101/T1/AMPHNTN8ZDS	T3/HCGS/560834/SC	11/21/97		11/21/97		11/21/97	12/1/97	L8
167	20	FIRST MERCANTILE		TIM9732200043-A	101/T1/AMPHNTN8ZDS	PENDING	11/21/97				12/1/97	12/1/97	
168	20	MCI		TIM9731700003-A	20/HCGS/001114/TW		11/17/97		11/19/97		11/21/97	PENDING	D9
169	20	MCI	C9F5FBD0	TIM9732500006-A	20/HCGS/001135/TW	T3/HCGS/581045/SC	11/25/97		12/2/97		12/2/97	12/3/97	L1
170	20	BELL SOUTH (NCOM)		TIM9730200077-A	101/T1/AMPHNTMACG1		11/28/97				12/12/97	PENDING	
171	20	BELL SOUTH (NCOM)		TIM9730200075-A	101/T1/AMPHNTN8LW01		11/28/97				12/12/97	PENDING	
172	20	BELL SOUTH (NCOM)		TIM9730200073-A	101/T1/AMPHNTNMADSO		11/28/97				12/12/97	PENDING	
173	20	BELL SOUTH (NCOM)		TIM9730200071-A	101/T1/AMPHNTNBADSO		11/28/97				12/12/97	PENDING	
174	20	BELL SOUTH (NCOM)		TIM9730200076-A	101/T1/AMPHNTNMACG0		11/28/97				12/12/97	PENDING	
175	20	BELL SOUTH (NCOM)		TIM9730200074-A	101/T1/AMPHNTNOADS1		11/28/97				12/12/97	PENDING	
176	20	BELL SOUTH (NCOM)		TIM9730200072-A	101/T1/AMPHNTNELDS0		11/28/97				12/12/97	PENDING	
177	20	BELL SOUTH (NCOM)		TIM9730200060-A	101/T1/AMPHNTNMTCG0		11/28/97				12/12/97	PENDING	
178	20	BELL SOUTH (NCOM)		TIM9730200078-A	101/T1/AMPHNTNGTDS0		11/28/97				12/12/97	PENDING	
179	20	BELL SOUTH (NCOM)		TIM9730200075-A	101/T1/AMPHNTNCTDS0		11/28/97				12/12/97	PENDING	
180	20	BELL SOUTH (NCOM)		TIM9732400048-A	128/T1/AMPHNTNMA84T		11/28/97				12/1/97	PENDING	L1
181	20	BELL SOUTH		TIM9732400046-A	129/T1/AMPHNTNMA84T		11/28/97				12/1/97	PENDING	L1
182	21	FIRST MERCANTILE TRU		TIM9732500007-A	20/HCGS/001136/TW		11/25/97		11/25/97		11/26/97	11/26/97	
183	21	360 DEGREES COMM	CX9HV7R4	TIM9716700005	21/HCGS/001288/TW	26/HCGS/404915/SB	10/15/97	11/10/97	10/17/97	Oct-97	10/17/97	10/17/97	
184	21	360 DEGREES COMM	CX9HV7R4	TIM9716700005	21/HCGS/001287/TW	26/HCGS/404916/SB	10/15/97	11/10/97	10/17/97	Oct-97	10/17/97	10/17/97	
185	21	360 DEGREES COMM	CX4YRN73	TIM9721800001-A	21/HCGS/001471/TW	26/HCGS/404811/SB	9/16/97	9/24/97	10/1/97	Sep-97	10/6/97	10/6/97	L1
186	21	GTE MOBILENET		TIM9722800012 6A	21/HCGS/001522/TW	26/HCGS/404690/SB	10/8/97				11/10/97	11/13/97	L1
187	21	GTE MOBILENET		TIM9722800012	21/HCGS/001524/TW	26/HCGS/404691/SB	11/7/97				11/10/97	11/12/97	L1
188	21	QUINTILES	CX2B0MP3	TIM9724600004	21/HCGS/001584/TW	26/HCGS/404755/SB	9/4/97	9/8/97	9/5/97	Dec-97	9/10/97	9/10/97	
189	21	360 DEGREES COMM		TIM9725500018	21/HCGS/001621/TW	26/HCGS/404810/SB	9/25/97	9/30/97	9/26/97	30/97	9/26/97	9/28/97	
190	21	AERIAL IMAGES	CX04P6L0	TWC21LM09709084	21/HCGS/001728/TW	26/HCGS/404849/SB	9/29/97	10/7/97	10/3/97	Oct-97	10/13/97	10/13/97	
191	21	CRL NETWORK SVCS	CX4XKDK0	TIMCRLNET	21/HCGS/001729/TW	26/HCGS/404852/SB	9/29/97	10/6/97	10/8/97	Jun-97	10/6/97	10/6/97	
192	21	CYBERGRAFEX	CX1Q7VV8	TIM9730800014	21/HCGS/001320/TW	26/HCGS/404478/SB	11/6/97	11/10/97	11/8/97	Oct-97	11/12/97	11/12/97	
193	21	FCI	CX6GYV0	TIM9731100020-A	21/HCGS/001815/TW	26/HCGS/405065/SB	11/21/97	11/21/97	11/21/97	21/97	11/21/97	11/21/97	
194	21	COLLEGIS	CX69D11	TIM9731700021	21/HCGS/001820/TW	26/HCGS/405068/SB	11/24/97		11/24/97		11/24/97	11/24/97	
195	21	FCI	CX67TXF0	TIM9731800014	21/HCGS/001831/TW	26/HCGS/405024/SB	11/18/97	11/18/97	11/18/97	18/97	11/18/97	11/18/97	
196	21	NETWCR48	CX633933	TIM9728700022-A	101/T1/DRHMCNCEVDS	26/HCGS/404952/SB	10/22/97	10/24/97	10/24/97	24/97	10/27/97	10/27/97	
197	21	360 DEGREES COMM	CX1G6MP2	TIM9723800011	21/HCGS/001587/TW	26/HCGS/404730/SB	11/13/97				12/3/97	PENDING	L1
198	21	360 DEGREES COMM	CXG0G4D1	TIM9723800012	21/HCGS/001588/TW	26/HCGS/404727/SB	11/6/97				12/3/97	PENDING	L1

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198	21	360 DEGREES COMM	CXG0G4D1	TIM9723800012	21/HCGS/001569/TW	26/HCGS/404728/SB	11/5/97				12/3/97	PENDING	L1
200	21	360 DEGREES COMM	CXG0G4D1	TIM9723800012	21/HCGS/001570/TW	26/HCGS/404729/SB	11/5/97				12/3/97	PENDING	L1
201	25	NATIONAL TEL	CY739NK2	TIM9719800014	25/HCGS/000743/TW	58/HCGS/707340/SB	9/2/97		9/18/97	Mar-97	9/24/97	10/3/97	L1
202	25	NATIONAL TEL	CY6PBGWC	TIM9724700031	25/HCGS/000863/TW	58/HCGS/707823/TW	9/8/97		9/15/97	15/97	9/15/97	9/15/97	
203	25	NATIONAL TEL	CY6PBGWC		25/HCGS/000864/TW	58/HCGS/707824/SB	9/8/97		9/15/97	15/97	9/15/97	9/15/97	
204	25	ACSI	CY5TOYL9	TIM74237423	25/HCGS/000865/TW	58/HCGS/707718/SB	9/10/97	9/10/97	9/17/97		9/17/97	9/22/97	L1
205	25	SUNTEL	CY0FT041	TIM74247421	25/HCGS/000866/TW	58/HCGS/707735/SB	9/17/97	9/17/97	9/17/97	17/97	9/17/97	9/17/97	
206	25	ADS/ACSI	C02736333	TIM9728200038	25/HCGS/000867/TW	58/HCGS/707818/SB	9/23/97	9/23/97	9/25/97	25/97	9/25/97	9/25/97	
207	25	ADS/ACSI	CY88478	TIM9728200041	25/HCGS/000867/TW	58/HCGS/707807/SB	9/25/97		9/25/97	25/97	9/25/97	9/25/97	
208	25	MCI	CY497JQ8	TIM7471	25/HCGS/000818/TW	58/HCGS/707823/SB	10/10/97	10/10/97	10/10/97	Oct-97	10/13/97	10/13/97	
209	25	MCI	CY497JQ8	TIM7471	25/HCGS/000818/TW	58/HCGS/707824/SB	10/10/97	10/10/97	10/10/97	Oct-97	10/13/97	10/13/97	
210	25	MCI	CY497JQ8	TIM7471	25/HCGS/000820/TW	58/HCGS/707825/SB	10/10/97	10/10/97	10/10/97	Oct-97	10/13/97	10/13/97	L1
211	25	NATIONAL TEL	CY2XKJ15	TIM74527452	25/HCGS/000827/TW	58/HCGS/707838/SB	9/30/97		10/1/97		10/3/97	10/8/97	L1
212	25	NATIONAL TEL	CY1CL5Q5	TIM74687468	25/HCGS/000828/TW	58/HCGS/707832/SB	9/30/97	10/1/97	10/2/97		10/3/97	10/30/97	L1
213	25	NATIONAL TEL		TIM9728900053	25/HCGS/000829/TW	10/HCGS/261584/	10/1/97		10/1/97		10/1/97	10/2/97	L1
214	25	NATIONAL TEL	CY18M0W2	TIM74547454	25/HCGS/000825/TW	58/HCGS/707835/SB	10/2/97		10/2/97	Feb-97	10/2/97	10/2/97	
215	25	NATIONAL TEL	CY62ST28	TIM9727800030	25/HCGS/000837/TW	58/HCGS/707880/SB	11/10/97		11/13/97	Nov-97	11/14/97	11/17/97	L1
216	25	ORLANDO BUS TEL	CY07FV53	TIM9727800031	25/HCGS/000838/TW	58/HCGS/707880/SB	10/18/97		10/18/97		10/21/97	10/22/97	L1
217	25	NEXTEL COMM	CYC528D0	TIM9706100007	25/HCF8/000406/TW	58/HCGS/708188/SB	10/20/97	10/15/97	10/20/97	17/97	10/20/97	10/17/97	
218	25	LEISURE BAY	CY09YJL7	TIM9730400014-A	25/HCGS/000867/TW	58/HCGS/708179/SB	11/12/97		11/13/97	13/97	11/14/97	11/14/97	
219	25	ADS/ACSI	CYC8Y4L3	TIM9730100010	25/HCGS/000880/TW	58/HCGS/708123/SB	11/10/97	11/12/97	11/11/97		12/1/97	12/2/97	L1
220	25	NATIONAL TEL	CY93VDN3	TIM74897489	25/HCGS/001002/TW	58/HCGS/708173/SB	11/12/97		11/12/97		11/14/97	11/18/97	L1
221	25	ORLANDO BUSINESS	CYF3KYG3	TIM9731500033	25/HCGS/001006/TW	58/HCGS/708183/SB	11/14/97		11/18/97	18/97	11/18/97	11/18/97	
222	25	NATIONAL TEL	CY188089	TIM9731500030	25/HCGS/001003/TW	58/HCGS/708181/SB	11/17/97		11/18/97		11/18/97	11/18/97	
223	25	TWCOMM		TIM9722400043-A	103/T1/MTLDFLAPDS0	203/T12F/ORLDFLMADC0	9/18/97	9/18/97	9/18/97		10/3/97	10/7/97	L1
224	25	TWCOMM		TIM9722400035-A	107/T1/MTLDFLAPDS0	201/T12F/ORLDFLCLDC0	9/18/97	9/18/97	9/18/97	18/97	10/3/97	10/7/97	L1
225	25	ADVANCED COMM	NY5L2F97	TIM9730800027-A	101/T1/MTLDFLAPDS0	58/HCGS/708180/SB	11/8/97		11/10/97		11/13/97	11/14/97	L1
226	25	TWCOMM		TIM9724100023-A	101/T1/MTLDFLAPDS0	202/T12F/ORLDFLCLDC0	9/18/97	9/18/97	9/18/97		10/3/97	10/7/97	L1
227	25	TWCOMM		TIM9724100023-A	102/T1/MTLDFLAPDS0	203/T12F/ORLDFLCLDC0	9/18/97	9/18/97	9/18/97		10/3/97	10/7/97	L1
228	25	TWCOMM		TIM9724100023-A	103/T1/MTLDFLAPDS0	204/T12F/ORLDFLCLDC0	9/18/97	9/18/97	9/18/97		10/3/97	10/7/97	L1
229	25	TWCOMM		TIM9724100023-A	104/T1/MTLDFLAPDS0	205/T12F/ORLDFLCLDC0	9/18/97	9/18/97	9/18/97		10/3/97	10/7/97	L1
230	25	TWCOMM		TIM9724100029-A	101/T1/MTLDFLAPDS0	201/T12F/ORLDFLMADC0	9/18/97	9/18/97	9/18/97		10/3/97	10/7/97	L1
231	25	TWCOMM		TIM9724100029-A	102/T1/MTLDFLAPDS0	202/T12F/ORLDFLMADC0	9/18/97	9/18/97	9/18/97		10/3/97	10/7/97	L1
232	25	TWCOMM	CY1NPN2	TIM9729000032	109/T1/MTLDFLAPDS0	208/T1/ORLDFLCLDC0	10/21/97	11/18/97	11/20/97		11/28/97	11/28/97	
233	25	TWCOMM	CY1NPN2	TIM9729000032	110/T1/MTLDFLAPDS0	207/T1/ORLDFLCLDC0	10/21/97				11/28/97	11/28/97	
234	25	TWCOMM	CY1NPN2	TIM9729000032	111/T1/MTLDFLAPDS0	208/T1/ORLDFLCLDC0	10/21/97	11/18/97	11/20/97		11/28/97	11/28/97	
235	25	TWCOMM	CY1NPN2	TIM9729000032	112/T1/MTLDFLAPDS0	209/T1/ORLDFLCLDC0	10/21/97	11/18/97	11/20/97		11/28/97	11/28/97	
236	25	TWCOMM	CY52J1N4	TIM9729000037	104/T1/MTLDFLAPDS0	204/T1/ORLDFLMADC0	10/21/97	11/18/97	11/20/97		11/28/97	11/28/97	
237	25	NEXTEL		TIM9731500034	25/HCGS/000455/TW	TBD	11/18/97	11/18/97	11/18/97		11/18/97	11/18/97	

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CITY	CUSTOMER	CRO	TWC PON	ECCKT	LEC CKT ID	LEC FOC	LEC FOCC	LEC DLRD	LEC DLRDC	LEC DD	LEC DDC	JEP
	PERFORMANCE		Cause Analysis									
			LEC JEP CODE	TWC JEP CODE								
	TOTAL ORDERS	238	L1=148 FACILITIES	D8=2								
	TOTAL COMP ON TIME BS	75	L6=1 ENGINEERING	D8=1								
	% COMP ON TIME BY BS	31.50%		N8=1								
				N9=1								
				S1=0								
				N1=1								

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Prepared By: Lorna Dubose, LEC MGMT.,NOC
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EXHIBIT NO. 5



T I M E W A R N E R
C O M M U N I C A T I O N S

June 5, 1998

**Via Facsimile
And U. S. Mail**

Mr. Bill French, Director Sales
BellSouth Telecommunications, Inc.
3535 Colonnade Parkway, South E4E1
Birmingham, Alabama 35243

RE: BellSouth Performance Measures

Dear Bill:

After commencing its business operations in the Southeast Region, Time Warner quickly became frustrated with the level and quality of services provided by BellSouth pursuant to the parties' Master Interconnection Agreement dated June 1, 1996. In an effort to gain relief, Time Warner engaged BellSouth in extensive negotiations for the purpose of defining and memorializing certain performance measures. These performance measures are set forth in Amendment No. 1 to the Master Interconnection Agreement which was executed in September, 1997.

Since the effective date of Amendment No. 1, it has been Time Warner's position that BellSouth has failed and continues to fail to provide reporting information in compliance with the agreed measurements. On December 8, 1997, Time Warner gave BellSouth notice of breach and its intent to initiate commercial arbitration pursuant to the terms of the Master Interconnection Agreement. Following the notice, the parties have convened several meetings and participated in numerous conference calls in an effort to resolve their differences. Although the parties were able to resolve many issues, BellSouth admits that it is not in compliance with the performance measure requirements of Amendment No. 1 and the Master Interconnection Agreement.

As you know, our next conference call is scheduled for Monday, June 8, 1998. Time Warner must insist that the issues previously defined be resolved before June 30, 1998. We would suggest that BellSouth be prepared to describe in detail the methods and the manner by which it will comply with the terms of Amendment No. 1 or accept Time Warner's proposal to adopt the LCUG as amended by ALTS in substitution of Amendment No. 1.

We believe that Time Warner has been very patient and has made a good faith effort to assist

Mr. Bill French

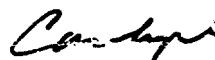
June 5, 1998

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BellSouth in its attempt to cure, however, we have reached the point at which final resolution is imperative. If a final agreement is not reached within the coming weeks, we will have no alternative other than to pursue formal arbitration. We encourage you and your associates to be prepared to take a firm position on all unresolved issues.

We appreciate your time and attention to these matters.

Very truly yours,



Carolyn M. Marek
Vice President Regulatory Affairs
for the Southeast Region

CMM:cg

EXHIBIT NO. 6

Time Warner Performance Measure Inventory

Time Warner - FL, NC, TN					
	Requested Measure	Contract Requirements	Available BST Measure	Issue	Resolution
3.1.1 YES	Rejection Notice if any errors are found on the LSR, provided the LSR is received before 5 P.M. EST. BST Response: Measurement will be 0-1 Hrs., 2-4 Hrs.	1 Hour	SQM Ordering: Reject Distribution Interval & Average Interval	<ul style="list-style-type: none">Would need to determine the receipt time of the LSR to insure before 5 P.M. receipt	Current Intervals: 0-4, 4-8, 8-12, 12-16, 16-20, 20-24, >24 hours. The SQM will be amended to include intervals 0-1 hour and 2-4 hours, as well as the remaining shown above. This change will be made with the July data and available by August 15, 1998 on the Web
3.1.1 YES	SLI - Service Level I - FOC delivered after receipt of an accepted LSR. BST Response: UNE non-design - BST to change SQMs to meeting TWTC Contract Requirements.	24 Hours - 95% of time 48 Hours - 5% of time	SQM Ordering: Firm Order Confirmation Timeliness		Current Intervals: 0-4, 4-8, 8-12, 12-16, 16-20, 20-24, >24 hours. BST will create a Time Warner specific report that shows 0-24 hour, 24-48, and >48 hours for this category.
3.1.1 YES (No Circuit break out available)	SLII - Service Level II - FOC including electronic verification of availability of facilities at the time FOC is issued, and a due date for installation. Also includes a DLR, test access points (referred to as SMAS), ground start facilities, manual order coordination (offered as part of the basic SLII service) and/or loops provisioned within the test points.	1-5 loops: 90% of time within 48 Hours; 10% of time within 72 Hours 5+ loops: Individual Case Basis (ICB)	SQM Ordering: Firm Order Confirmation Timeliness BST Response: UNE Design - Can measure by time but not by qty as of today. In GA we told PSC that we can not track by number of lines.	<ul style="list-style-type: none">BellSouth can change the interval to meet the time commitments of the Time Warner contract, but BST is not able to disaggregate by the number of circuits.	Current Intervals: 0-4, 4-8, 8-12, 12-16, 16-20, 20-24, >24 hours. BST will create a Time Warner specific report that shows 0-48 hour, 48-72, and >72 hours for this category

Time Warner - FL, NC, TN					
	Requested Measure	Contract Requirements	Available BST Measure	Issue	Resolution
3.1.2 YES	<p>FOC interval with respect to receipt of an accurate ASR. (Access Service Request)</p> <p>BST Response: This is for local interconnection trunking only and does not include type two (2) facilities/circuits (i.e. Special Access DS1 or DS3).</p>	<p>Within 5 Business Days for local interconnection trunking only!</p>	<p>None at this time. BST is planned to amend the SQM to provide this measurement.</p>		<p>This measurement will be added to the SQM for the August report to be available in September 1998. The proposed intervals to be reported are 0-24 hours, 24-48 hours, within 120 hours (5 days), and >120 hours.</p>
3.1.3 YES	<p>Installation Intervals</p> <p>BST Response: We will provide Installation appointments met by BST and we are going to provide average install interval. BST will need to provide to TW a matrix of the Top Level Measurement and all the sub measurements/components.</p>	<p>See Exhibit B (Recommended UNE Provisioning Targets) See Exhibit C (Recommended Retail / Resale Provisioning Targets) * Note: Both are broken out individually by UNE and product.</p>	<p>SQM Provisioning: Order Completion Interval Distribution & Average Interval</p>	<ul style="list-style-type: none"> These intervals are reported in the SQM currently for Same Day, 1 Day, 2 Days, 3 Days, 4 Days, 5 Days, and >5 Days for the following categories <p>Current breakdowns:</p> <ol style="list-style-type: none"> UNE Design UNE non-design UNE Loop with LNP. Resale Bus. Resale Res. 	<p>We do not have breakout by individual UNE or Retail / Resale products (Exhibit B asks for 53 different UNEs within <u>15 categories</u>, plus 44 unique retail / resale products.) BST has provided a UNE Designed and Non-Designed matrix to assist Time Warner in identifying</p>

Time Warner - FL, NC, TN					
	Requested Measure	Contract Requirements	Available BST Measure	Issue	Resolution
3.2 YES TBD	Trunk Service Restoration (BellSouth will average the time it takes to restore itself and other ALECs, given first come, first served" service. BST Response: 2 Hr. monthly average over 1 year. Bill French to see if the ACAC can provide reports for TW Contact in 6.04 with the following measurements: 1. 60 - 100% 1 hour 2. 20 - 60% 4 hours 3. 0 - 20 % 8 hours	2 Hours has been targeted based on 12 months of historical data	SQM Maintenance & Repair: Maintenance Average Duration (Local Interconnection Trunks)	<ul style="list-style-type: none">ACAC has reported that they are currently using this breakdown as their response commitment. BST is currently determining if data can be produced that gives a measurement of ACAC response.	
3.2 YES	Repeat Trouble Reports within the first 30 days after completion of the original service request (for Trunk Service) BST Response: BellSouth is including this data in the current SQM	Repeat Troubles - TBD after 3 months of data is available.	Percent Repeat Troubles within 30 days (Local Interconnection Trunks)		BellSouth has been able to create this measurement for trunks and is now reporting this in the current SQM
3.3 YES 9/98	New Service Trouble Reports from the same customer within the first 30 days after completion of the original service request.	TBD after 3 months of data is available BST Targets Res. NDO: 3% - Res. DO: 25% - Bus. NDO: 5% - Bus. DO: 9% -	SQM Provisioning: Percent Provisioning Troubles within 30 days		This measurement has been provided as part of the SQM for June that was loaded onto the Web on July 15, 1998.

3.4.1 9/98	INP Provisioning: Remote Call Forwarding BST Response: BellSouth agrees to provide this measurement to Time Warner by September 1998	1-25 Lines: 2 BDAs 26-50 Lines: 3 BDAs 51+ Lines: Individual Case Basis	SQM Provisioning: Order Completion Interval & Average Interval		This measurement will be provided to Time Warner as a contract specific measurement. It will be posted onto the Web in September 1998.
3.4.2 9/98	INP Provisioning: Direct Inward Dial (DID) (a) Initial request - trunk group to be established (b) Subsequent request - trunk group in place BST Response: BellSouth agrees to provide this measurement to Time Warner by September 1998	30 BDAs 1-100 Lines: 5 BDAs 100+ Lines: ICB	SQM Provisioning: Order Completion Interval & Average Interval		Need to specifically identify Direct Inward Dial. This measurement will be provided to Time Warner as a contract specific measurement. It will be posted onto the Web in September 1998.
3.4.3 9/98	Establishment of Route Indexing BST Response: BellSouth agrees to provide this measurement to Time Warner by September 1998 (a) Initial Request - new trunks (b) Subsequent Request - augmented trunks BST Response: BellSouth agrees to provide this measurement to Time Warner by September 1998	21 BDAs 10 BDAs		<ul style="list-style-type: none"> What is the definition of Route Indexing? What are the definitions of: initial vs. subsequent, and new vs. augmented? 	Will need to examine possibility of breaking out by these specific BDAs. This measurement will be provided to Time Warner as a contract specific measurement. It will be posted onto the Web in September 1998.

3.5 8/98	INP Service Failure Rate (occurs when there is a service disruption of any duration). Calculated by percent of trouble reports relative to the total base. BST Response: BellSouth agrees to provide this measurement to Time Warner by August 1998	Service Failure Rate - TBD after 3 months of data is available.			This measurement will be provided to Time Warner as a contract specific measurement. It will be posted onto the Web in August 1998.
3.6 8/98	INP Service Restoration - response time priority that is at least equal to that of BellSouth customers and shall be handled on a "first come, first service" basis. BST Response: BellSouth agrees to provide this measurement to Time Warner by August 1998	Time to Restore - TBD after 3 months of data is available.			This measurement will be provided to Time Warner as a contract specific measurement. It will be posted onto the Web in August 1998.
3.7 YES	Directory Assistance - updates to the database to include TW's customer information after the completion of a service order shall be measured for (1) Timeliness and (2) Accuracy.	24 Hours	BST Response: BST will work with product team on process development and when we can provide TW with dates to implement this measurement. Respond to TW by 6/19		Targeted to be provided by the September 1998 Web report
3.8 YES	LIDB - updates to the LIDB to incorporate TW's customer information after the completion of the service order shall be measured for (1) Timeliness and (2) Accuracy.	24 Hours	BST Response: BST will work with product team on process development and when we can provide TW with dates to implement this measurement. Respond to TW by 6/19		Targeted to be provided by the September 1998 Web report

3.9 NO	Customer Service Records - timely response to manual requests for information regarding CSRs.	1-25 requests: 2 BDAs 25+ requests: mailed within 2 BDAs	BST Response: BST is working with LCSC to pull reports and to see what level of detail we have for CSR data.		Time Warner conversion to mechanized access to CSRs may eliminate the need for this measurement
3.10 YES	Customer Service Records - accessibility to CSRs electronically. Should measure system down time. BST Response: Data on Web site today with the next up date will be 6/15/98	Downtime - 1% per month 99% Available Up Time for BOCRIS	<u>SQM Pre-Ordering and</u> <u>Ordering OSS:</u> Average OSS Response Interval OSS Interface Availability		This measurement is available in the current SQM loaded on the Web

4.1.1 YES	INDUSTRY STANDARDS: Average Downtime for:	BST Response: Reports will be provided to Time Warner yearly with this data. BST reports this information to the FCC via ARMIS reports once a year. The Time Warner Account Team to send to TW when available.		
	<ul style="list-style-type: none"> - all subscriber Loop Combinations < 49 mins / yr - end office switch < 3 mins / yr - individual trunks < 28 mins / yr - digital trunk groups < 20 mins / yr - Remote Terminal (RT) < 17 mins / yr - individual line on a RT < 13 mins / yr 			
4.1.2 YES	Maximum downtime: for 99% of all subscriber Loop Combinations < 74 mins / yr	BST Response: Reports will be provided to Time Warner yearly with this data. BST reports this information to the FCC via ARMIS reports once a year. The Time Warner Account Team to send to TW when available.		
4.1.3 YES	Mean Time to Repair <ul style="list-style-type: none"> ■ any equipment at an attended site < 3 hours ■ - any equipment at an unattended site < 4 hours ■ completion of 95% of all repairs to the network interface device (NID) 24 Hours 		BST contents that this is not a measurement issue but an analysis issue. The Account Team agrees to this problem and provide Time Warner with an update on what is being done to improve this problem.	

4.1.4 YES	Other: <ul style="list-style-type: none"> ■ downtime due to power failures at the switch ■ probability of a stable call being cut off ■ rate of ineffective machine attempts at the end office 	0 hours - no downtime 20 cutoffs per 1 million 1 minute calls <0.0005 (5 failures per 10,000 call attempts)		
5.0 YES by 9/98	Coordinated or Non-Coordinated INP Cutover - updating of switch translations.	Best efforts not to exceed 30 minutes after the physical cutover in completed.	SQM Provisioning: September SQM will provide Coordinated Customer Conversion report	BST Response: Based on GA Order, we will produce reports with 120 days and provide to customers. Delivery date to be September 1998 with the August Web report.



B

APPENDIX B

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

In the matter of

Second Application by BellSouth
Corporation, BellSouth
Telecommunications, Inc., and
BellSouth Long Distance, Inc. for
Provision of In-Region, InterLATA
Services in Louisiana

CC Docket No. 98-121

AFFIDAVIT

OF

JEFFREY ROSS

ON BEHALF OF

TIME WARNER TELECOM

Time Warner Telecom Appendix B

Introduction

1. My name is Jeffrey Ross. I am the Vice President of National Operations for Time Warner Communications Holdings Inc. d/b/a Time Warner Telecom ("TWTC") and am responsible for all customer service functions at TWTC, including network surveillance and maintenance. I have worked for TWTC since August 1994. Prior to my position at TWTC, I was employed by NYNEX in Massachusetts in several positions in both network engineering and operations.

2. I submit this affidavit in response to the application of BellSouth Corporation, BellSouth Telecommunications, Inc., and BellSouth Long Distance, Inc. (collectively, "BellSouth") to provide in-region, interLATA services in Louisiana.

3. Carolyn M. Marek of TWTC is concurrently submitting an affidavit that details TWTC's efforts to obtain BellSouth's commitment to mandatory, enforceable performance measures, benchmarks, and reporting requirements. See Marek Aff., attached as Appendix A to TWTC Comments.

4. The central purpose of this testimony is to comment on BellSouth's failure to provide non-discriminatory maintenance and repair services, as evidenced by BellSouth's failure to meet industry accepted and contract-specific performance benchmarks for such services.

Factual Background

5. On June 1, 1996, Time Warner Communications, including Time Warner AxS of Florida, L.P., Time Warner Communications of North Carolina, L.P., and Time Warner Communications of the Mid-

South, L.P. and BellSouth Telecommunications, Inc. ("BST") entered into a master interconnection agreement ("Master Agreement") governing the terms of interconnecting the parties' telecommunications networks, access to unbundled network elements, and resale of telecommunications services under the Act. A copy of the Master Agreement is attached as Exhibit No. 1 to the Marek Aff.

6. In September 1997, TWTC and BST executed Amendment No. 1 to the Master Agreement ("Amendment No. 1"), which established performance measurements, benchmarks, and reporting requirements for interconnection between the parties in Florida, North Carolina, and Tennessee, among other states. A copy of Amendment No. 1 is attached as Exhibit No. 2 to the Marek Aff.

Provision of Maintenance and Repair Services

7. When a customer experiences problems with its telephone service, that customer expects prompt restoration of the service to normal operating parameters. The longer that a customer has to wait for problems to be corrected or service restored, the greater the likelihood of customer dissatisfaction with the providing carrier.

8. Whenever TWTC leases facilities from BellSouth, TWTC must rely on BellSouth to perform maintenance and repair on those facilities. Even though TWTC is unable to perform the maintenance and repair itself, any inefficiency on BellSouth's part will be perceived by TWTC's customers as inefficiency on the part of TWTC, as the providing carrier.

9. One of the measurements that monitors how quickly maintenance and repair services are provided by the incumbent local exchange carrier ("ILEC") to the competitive local exchange carrier ("CLEC") is known as "mean (or average) time to restore" ("MTTR") (also known as "mean time to repair").

10. When a customer experiences a service problem requiring repair, that customer contacts its providing carrier, in this case, TWTC. TWTC in turn documents the problem in the form of a "trouble ticket" or "trouble report," which is used to monitor the disposition of the maintenance or repair request.

11. TWTC first tests the identified circuit to determine the location of the trouble. When the problem is located on the portion of the facilities owned or maintained by the ILEC, in this case, BellSouth, TWTC contacts BellSouth and relays the request for maintenance or repair.

12. Upon receipt of the request, BellSouth performs certain testing and repair procedures aimed at identifying the source of the network trouble. If, after testing, BellSouth determines that on-site repair is required, BellSouth must either contact maintenance personnel at the site, if attended, or dispatch maintenance personnel to the site, if unattended.

13. In the interim, TWTC telephones BellSouth on an hourly basis for a status update. The remarks from these conversations are textually incorporated into TWTC's trouble ticket.

14. Once BellSouth has isolated the trouble and performed the requested maintenance or repair, it notifies TWTC that the trouble has been resolved, typically through a return telephone call.

15. The MTTR is calculated by measuring the elapsed time from the time TWTC notifies BellSouth of the trouble until the time that the customer verifies that the requested maintenance or repair has occurred, minus any valid "stop time." The two most common examples of "stop time" are hours during which BellSouth is unable to access the customer's premises to remedy the problem (e.g., evening or weekend hours), and the time between when BellSouth repairs the problem and the customer confirms that the equipment or facility is functioning properly.

16. Monthly MTTR is calculated by adding the elapsed time for each trouble request submitted to the ILEC, and dividing that sum by the number of trouble tickets resolved during the month.

Performance Benchmarks

17. Pursuant to established industry practice, BellSouth agreed to monitor and report certain performance measurements on a monthly basis, including the reporting requirements outlined in Amendment No. 1. In particular, BellSouth agreed to meet performance benchmarks for MTTR with regard to the maintenance and repair of equipment and facilities necessary for interconnection between the parties' networks. These measurements were designed to ensure that BellSouth is providing TWTC with the same quality of service that BellSouth is providing itself, its affiliates, its end-users, and other CLECs (to the extent those entities were not requesting a higher quality of service).

18. Section 3.2.a of Amendment No. 1 provided that the MTTR for trunk service restoration was to be determined after three (3) months of data became available. See Marek Aff., Exhibit No.